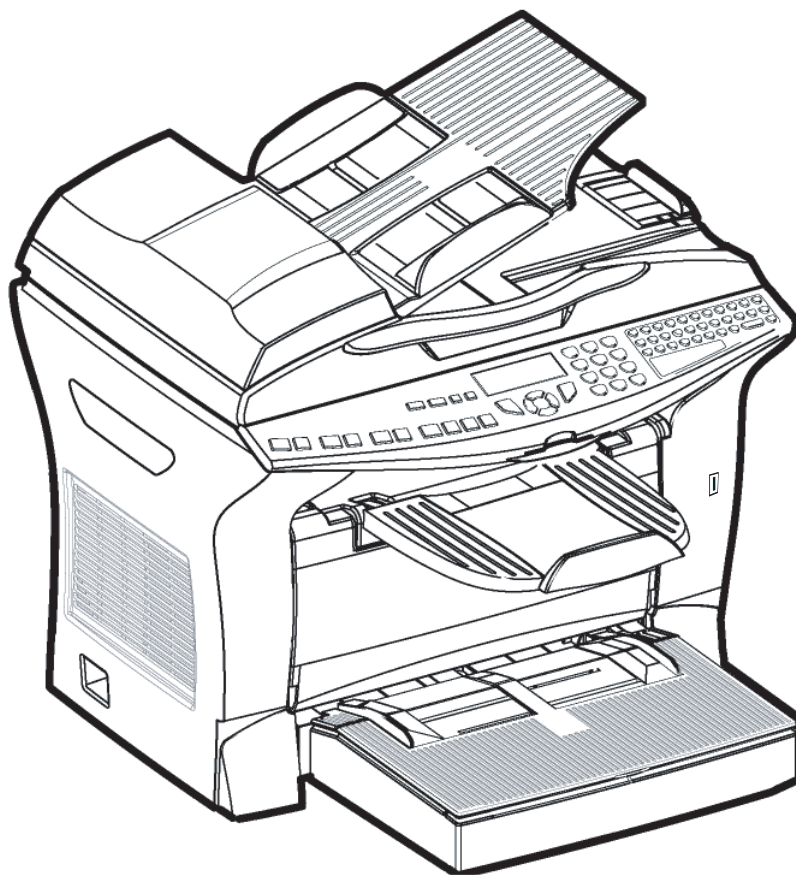


B4525 / B4545 MFP



MAINTENANCE GUIDE
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MAINTENANCE GUIDE

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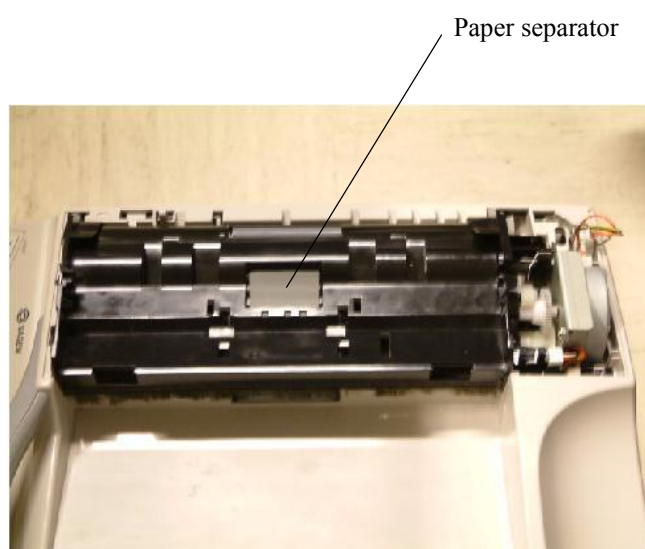
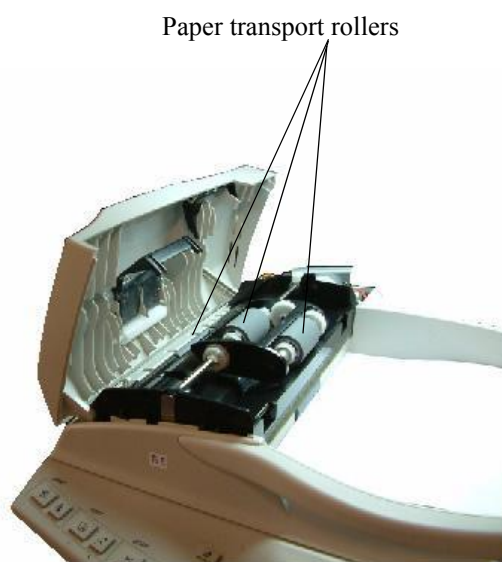
1. SCANNER AND COMMUNICATION

1.1 PREVENTIVE MAINTENANCE

To maintain the fax in good working order, it is recommended to periodically perform the following operations:

- Cleaning the paper transport rollers (document feeder, idler rollers).
- Cleaning the paper separator.
- Cleaning the CIS and flatbed windows.
- Cleaning the control panel keys and the machine covers.
- Printer maintenance (refer to chapter 2).
- To clean the printer, use a soft cloth. Never use abrasives or detergents.

1.1.1 PAPER TRANSPORT ROLLERS



- Set the on/off switch to “O” (off).
- Open the ADF cover.

Clean the rollers of the document feeder and feed shafts, and also the two idler rollers located on the mobile part of the scanner, with a lint-free cloth moistened in isopropyl alcohol.

To clean them, rotate them in the same direction as during paper transport.

Recommended interval: 2 to 6 months, depending on utilization.

1.1.2 PAPER SEPARATOR MODULE

See illustration in § 1.1.1

- Set the on/off switch to “O” (off).
- Open the ADF cover.
- Disassemble the ADF feeder (see worksheet D8).
- Wipe the elements of the paper separator module with a lint-free cloth soaked with isopropyl alcohol.

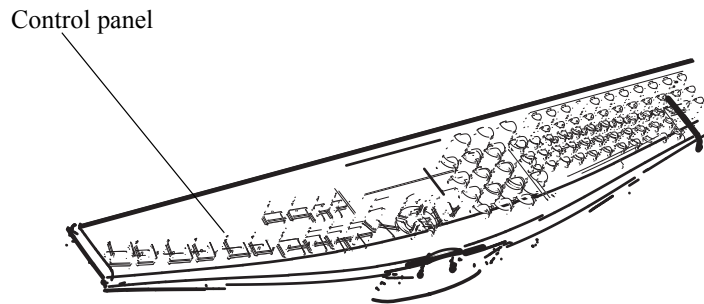
Recommended interval: 2 to 6 months, depending on utilization.

1.1.3 CIS AND FLATBED WINDOWS

- Set the on/off switch to “O” (off).
- Open the flatbed scanner cover.
- Wipe the scanner window with a lint-free cloth moistened with isopropyl alcohol, or with antistatic paper tissues as used for cleaning optical glass.

Recommended interval: to be defined depending on utilization. After cleaning, is advised to make a local copy to check the cleanliness of the window.

1.1.4 CONTROL PANEL KEYS AND COVERS



1.1.4.1 Cleanning the Control Panel Keys

- Set the on/off switch to “O” (off).
- Clean the top of the control panel and the keys with a lint-free cloth moistened with isopropyl alcohol or by means of a spray-on cleaning product. Let the product act for a few moments before wiping it off.

Recommended interval: to be defined depending on utilization.

1.1.4.2 Cleaning the Covers

It is advisable to clean all covers during a maintenance visit.

1.2 SCANNING AND COMMUNICATION ERROR CODES

Communication error codes

The communication error codes appear in the logs and in the transmission reports.

1.2.1 GENERAL CODES

Code 01 - Engaged or no fax tone

This code appears after 6 failed attempts. You will have to restart the transmission at a later time.

Code 03 - Stopped by operator

Communication stopped by the operator by pressing the  key.

Code 04 - Programmed number invalid

Invalid single-key or quick-dial number: check the number (for example, a delayed transmission has been programmed with a single key and the number corresponding to this key has been deleted).

Code 05 - Scanning fault

An incident has occurred at the location of the document to be transmitted. For example, the sheet is jammed.

Code 06 - Printer not available

An incident has occurred on the printer: out of paper, paper jam or cover open. In the case of a reception, this incident code only appears if the “reception without paper” parameter is set to **WITHOUT PAPER**.

Code 07 - Disconnect

The communication has been cut (bad connection).

Code 08 - Quality

This code generally indicates line quality problems. The document that you have transmitted has not been received correctly. Contact your correspondent to check whether it is necessary to retransmit the document: the interference may have occurred in an unimportant area of the document.

Code 0A - No document to recover

You have attempted to recover a document from a correspondent, but the latter has not prepared (stored) the document or the password that was entered is wrong.

Code 0B - Wrong number of pages

There is a difference between the number of pages indicated when the document was prepared for transmission and the number of pages actually transmitted: check the number of pages of the document.

Code 0C - Received document faulty

Ask the correspondent who calls you to check the length of his document (it is too long to be received in its entirety).

Code 0D - Document transmission fault

Ask the correspondent who calls you to retransmit his document.

Code 13 - Memory full

Your fax can no longer receive incoming documents because the memory is full: there are too many documents that have been received but not yet printed, or there are too many documents waiting to be transmitted.

Print the received documents, and delete or transmit in immediate mode the documents waiting to be transmitted.

Code 14 - Memory full

Received document memory saturated. Restore the printer to working order.

Code 15 - Mailbox number x unknown

You want to deposit a document in a mailbox of a correspondent, but the mailbox with this number does not exist with this correspondent.

Code 16 - List number x not retransmitted

You have requested the retransmission of a document by a remote fax, but the latter has not programmed the requested list of recipients.

Code 17 - Mailbox number x unknown

You want to recover a document from a mailbox of a correspondent but the mailbox with this number does not exist with this correspondent.

Code 18 - Retransmission impossible

You have requested the retransmission of a document by a fax that does not have a retransmit function.

Code 19 - Stopped by correspondent

Communication stopped by your correspondent (for example, a fax attempts to recover a document from your fax, while there is no document waiting for this correspondent).

Code 1A - Disconnect

Transmission has not started: the phone line is too noisy.

Code 1B - Document transmission fault

In the case of a transmission: restart the transmission.

In the case of a reception: ask your correspondent to retransmit his document.

1.2.2 INTERNET CODES**Codes 40 and 41 - No reply from provider**

The modem cannot connect to the service provider. If this is a systematic error, verify the phone number of the service provider and (if applicable) the dialing prefix associated with the machine.

Code 42 - Connection to service provider impossible

The service provider refuses the connection: the service is momentarily not available. If this is a systematic error, verify the Internet connection parameters (connection identifier, connection password or subscription validity).

Code 43 - Connection to SMPT server impossible

Impossible to connect to the SMPT server to send mail: the service is momentarily not available. If this is a systematic error, verify the Internet e-mail and server settings.

Code 44 - Connection to POP3 server impossible

Impossible to connect to the POP3 server to receive mail: the service is momentarily not available. If this is a systematic error, verify the Internet e-mail and server settings.

Code 45 - Provider disconnect

The service has become momentarily unavailable: try to connect again later.

Code 46 - SMPT server disconnect

Disconnect of the SMPT server to send mail, or mailbox full. The service has become momentarily unavailable: try to connect again later.

Code 47 - POP3 server disconnect

Disconnect of the POP3 server to receive mail. The service has become momentarily unavailable: try to connect again later.

Code 48 - Internet disconnect

The service has become momentarily unavailable: try to connect again later.

Code 49 - Internet connection impossible

Verify the phone number and (if applicable) the dialing prefix associated with the machine.

To verify the Internet parameters, print them out by entering the key sequence **MENU, 9, 4, 5** followed by the **OK** key.

Code 50 - Server Error

Verify the parameterized SMS server number or a communication error occurred during data transfer.

1.3 CHECKS - ADJUSTMENTS

1.3.1 SUPPLY VOLTAGES: CONNECTIONS BETWEEN POWER SUPPLY BOARD AND CPU BOARD

CPU board pin	Value	Function
12	+ 5 V	5 V supply
1-3-6-7-8	GND	Ground
2	+ 24 V	24 V supply

Note(s) :

- The mains input of the supply is protected by a fuse.

1.3.2 ADJUSTMENT OF SCANNER CHASSIS

No adjustment required.

1.3.3 VIDEO CHECK

First calibrate the machine. To do so, use the following procedure:

- Place a blank A4 sheet of paper in the loading tray of the sheet feeder scanner.
- Enter the key sequence **MENU**, *****, **a**, and validate by pressing **OK**.
- Wait until the machine restarts.

Make some copies with the CIS and check that the quality of the copies is satisfactory.

In the case of a scanner problem, repeat the calibration procedure above.

In the case of a printer problem (the result remains unsatisfactory after scanner calibration):

- Print the logs to check the printer component of the machine.
- Check the consumable.

1.4 DISASSEMBLY/ASSEMBLY WORKSHEETS

Note(s) : Before any disassembly or assembly operations, the machine must be switched off and all leads on the back of the fax must be disconnected (phone line, LAN, parallel port and mains leads).

Remove the document trays and the paper feed tray.

1.4.1 TOOLS

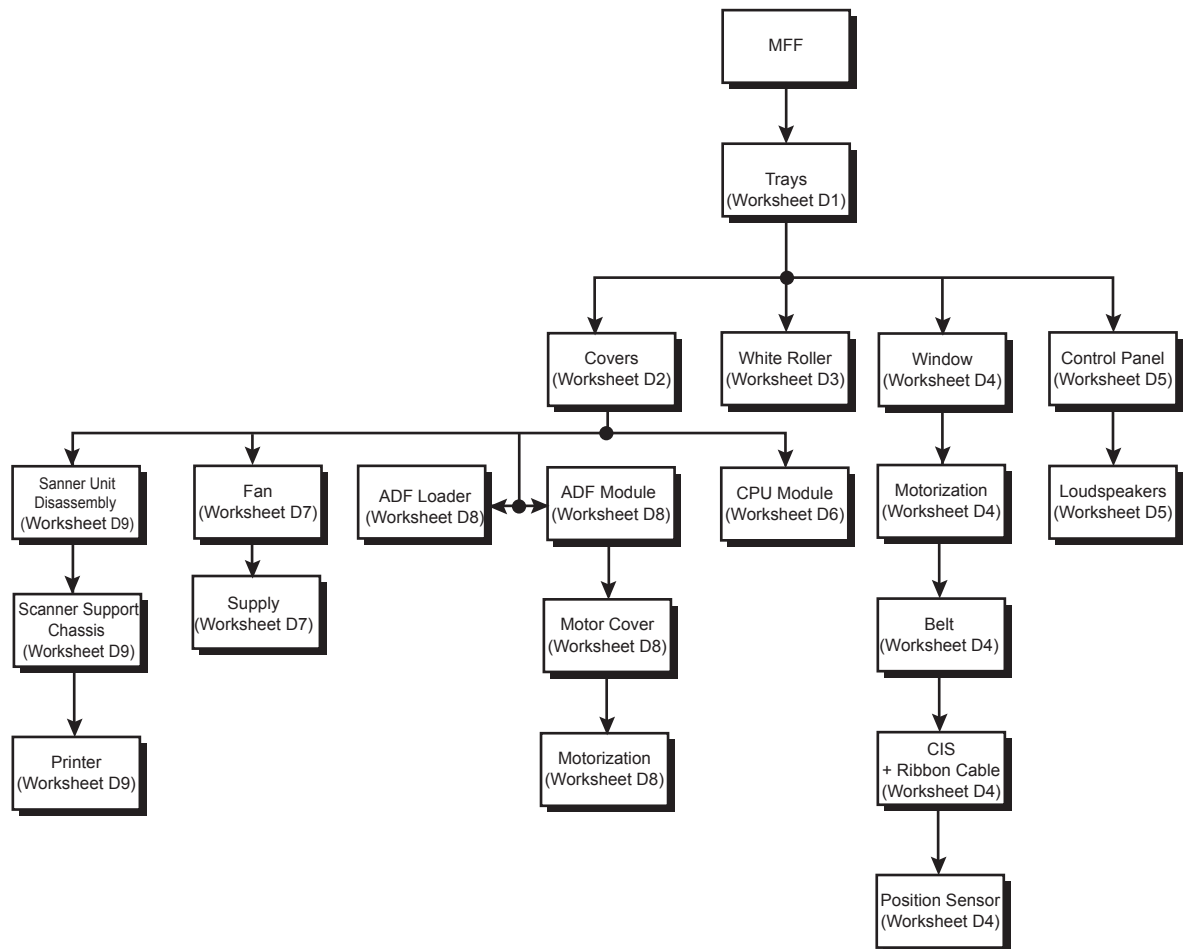
- Phillips screwdriver
- Torx hex screwdriver (Torx10)
- Flat screwdriver (medium size)

1.4.2 WORKSHEETS

- D1=Scanner Output Tray
- D2=ADF, Side, Printer and Paper Jam Covers
- D3=White Roller
- D4=CIS Window- Motor - Belt - CIS + CIS cord - FB Sensor
- D5=Equipped Control Panel - Loudspeakers
- D6=CPU Module

- D7=Supply (depending on model or option) - Fan
- D8=ADF Module
- D9=Scanner-Printer Interface-Printer unit Disassembly

1.4.3 BLOCK DIAGRAM OF WORKSHHEETS



D1

SUBJECT: SCANNER OUTPUT TRAY

Tools

- None

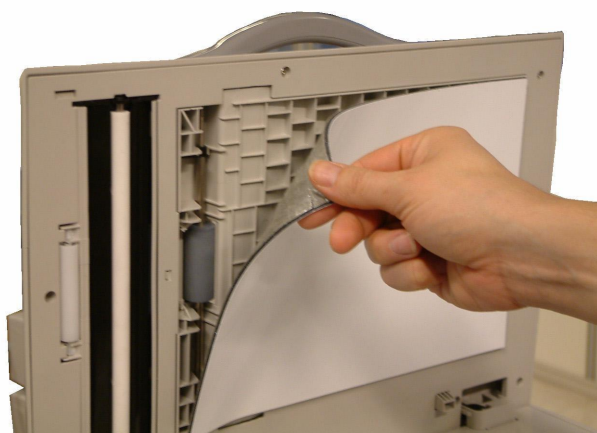
Preliminary Steps

- None.

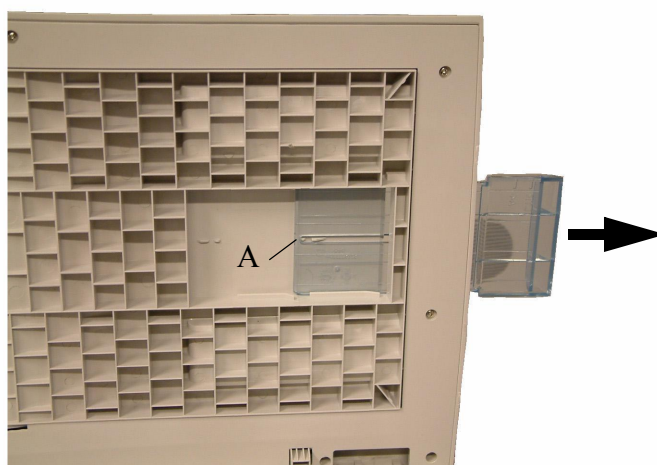
Disassembly

Note(s) : To install the other trays, refer to User Guide.

- Open the flatbed scanner cover.
- Unstick the white panel located inside the flatbed scanner cover.



- Pull the tray outward lifting the back of the tray (A) to pass the stop.



Assembly

- Insert the tray in its housing.
- Stick the white panel.

D2

SUBJECT: ADF, SIDE, PRINTER AND PAPER JAM COVERS

Tools

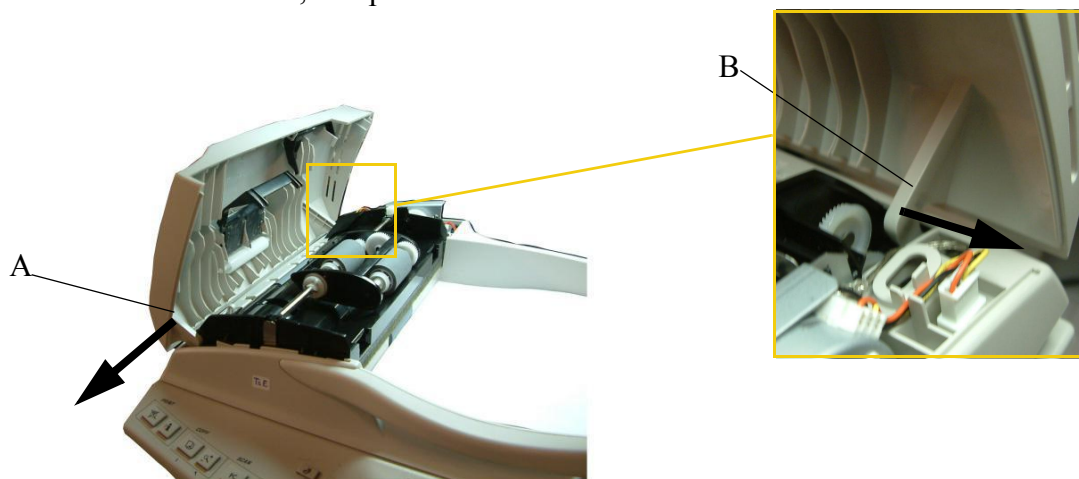
- Phillips screwdriver.
- Flat screwdriver.

Preliminary Steps

- None.

Disassembly

- ADF Cover
 - Stand at the left-hand side of the terminal.
 - Open the ADF cover.
 - Move the arms A and B away from each other in the direction of the arrows shown on the illustration below, and pull the cover backward at the same time.



- Side Covers
 - Remove the two mounting screws of side covers.



Mounting screw of right-hand side cover



Mounting screw of left-hand side cover

- Pull out and disassemble the covers.

D2

SUBJECT: ADF, SIDE, PRINTER AND PAPER JAM COVERS

- **Printer Covers**

- Remove the printer covers mounting screws and pull out the covers.



Mounting screw of the left-hand side printer cover



Mounting screw of the right-hand side printer cover

- **Paper Jam**

- Remove the two mounting screws of the paper access cover.



- Disassemble the paper access cover.

Assembly

- Assemble the covers performing the reverse disassemble operations.

D3

SUBJECT: WHITE ROLLER

Tools

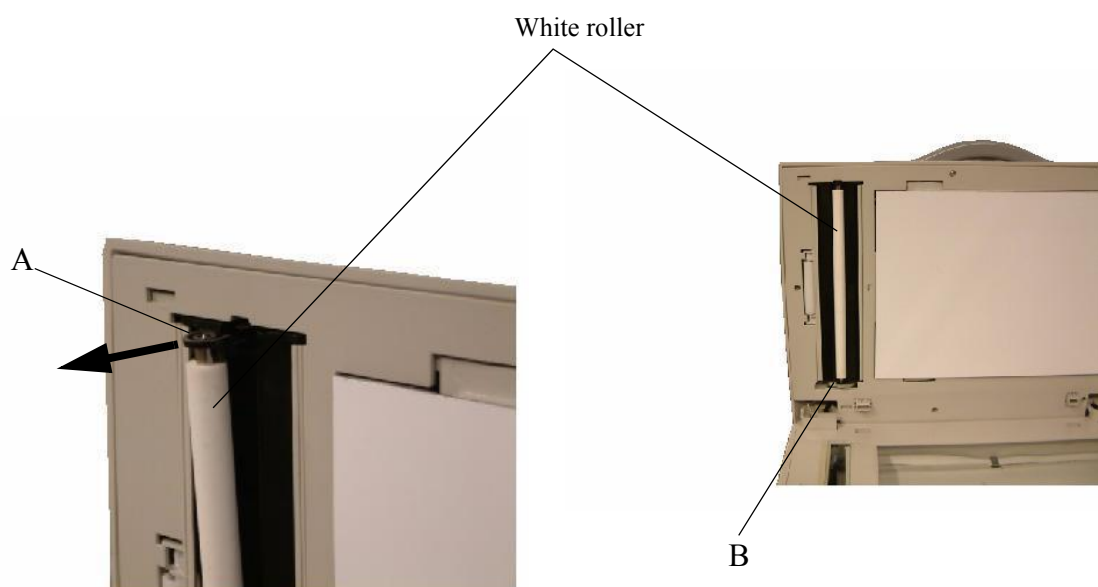
- Flat screwdriver.

Preliminary Steps

- None.

Disassembly

- Stand in front of the terminal.
- Open the flatbed scanner cover.



- Apply a simultaneously downward and outward pressure on the bearing (A), use a flat screwdriver if necessary.
- Press outward the other bearing (B), hold and extract the white roller.
- Remove and keep the pinion and the bearings.

Assembly

- Unpack the new white roller and inspect it visually. Fit the bearings and pinion on the new roller.
- Place the equipped white roller, inserting the two bearings in their housing (oriented the same way as during disassembly).
- Press on the two bearings until it clips.

D4

SUBJECT: CIS WINDOW- MOTOR - BELT - CIS + CIS CORD
- FB SENSOR

Tools

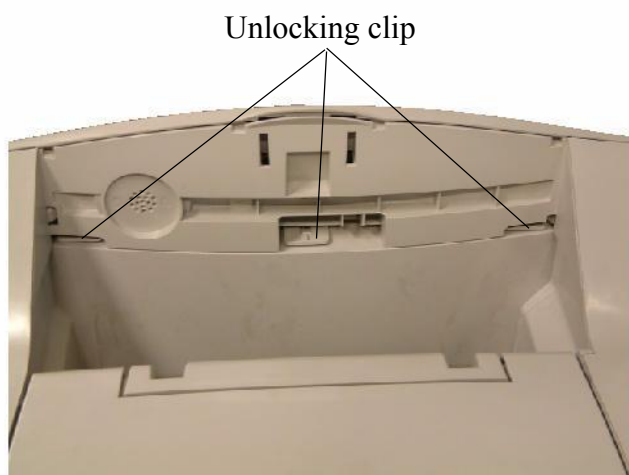
- Phillips screwdriver.

Preliminary Steps

- Disassembly the right-hand side cover (Worksheet D2).

Disassembly

- Stand at the front of the terminal.
- Open the flatbed scanner cover.
- CIS Window
 - Unlock the three clips located under the scanner support chassis.



- Lift the front of the window and remove the window.

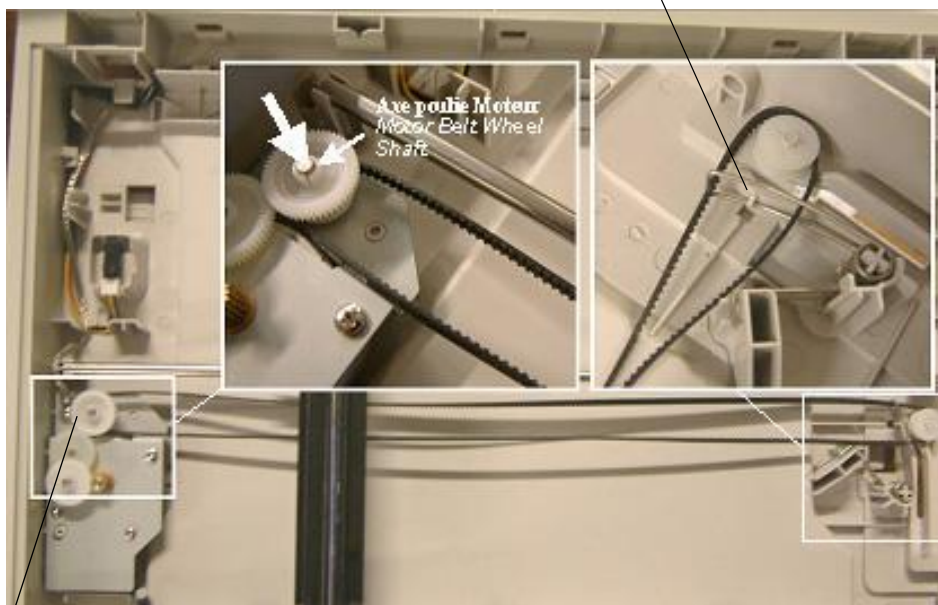


D4

SUBJECT: CIS WINDOW- MOTOR - BELT - CIS + CIS CORD
- FB SENSOR

- Belt
 - Compress the belt spring and lock its arm as shown on the illustration bellow..

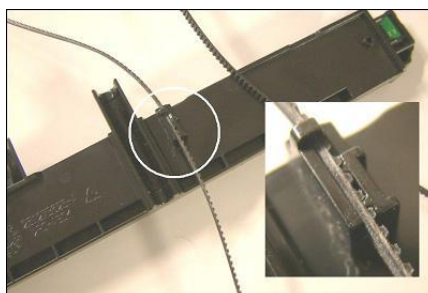
Dead stop of the spring arm



Motor wheel

- Remove the motor wheel using a screwdriver and free the belt.
- Hold the COS + support unit, turn it over and separate the belt from the CIS support.

Attention - Do not loose the two stoppers at the end of the CIS while turning it over.



- CIS Motor
 - Remove the two mounting screws of the motor.



FB Sensor

- Free the motor wire from its cable guide and disassemble the motor + cable unit.

D4

SUBJECT: CIS WINDOW- MOTOR - BELT - CIS + CIS CORD
- FB SENSOR

Attention - Memorize the cable path for re-assembly.

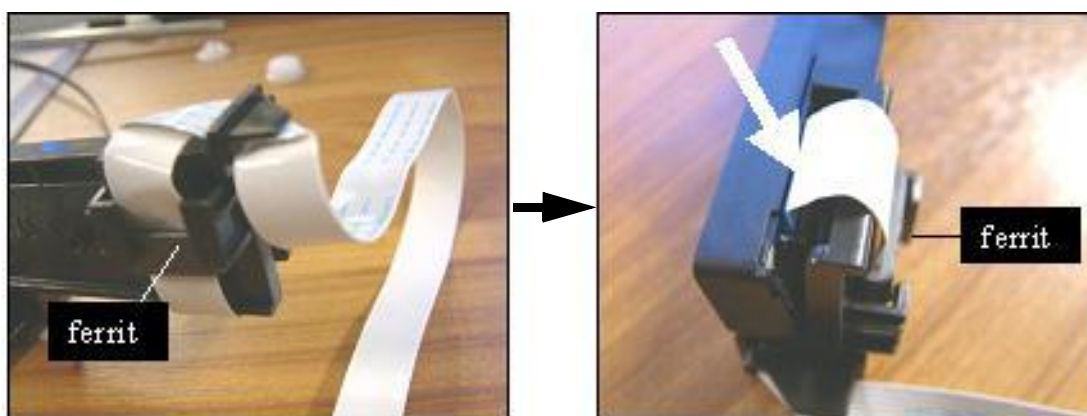
- Remove the FB sensor from its housing and disconnect the lead.

- CIS
 - Disconnect the CIS cord and disassemble the CIS + support unit.
 - Separate the CIS from its support.

Attention - Do not loose the CIS support springs.

Reassembly

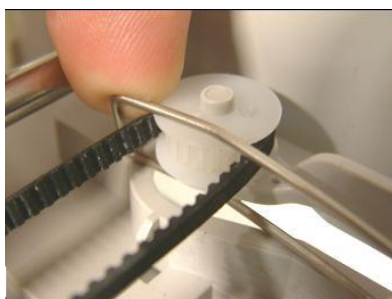
- Unpack and visually inspect the new parts.
- Assemble the CIS with its support and the two springs.
- Fit the CIS cord and the CIS ferrite core, and connect it to the CIS.



- Connect the cable to the FB sensor and clip the FB sensor in its housing.
- Guide the motor lead in its cable guide, and position the motor and fix it with its two mounting screws.
- Mount the belt on the CIS support.
- Put the belt into the belt spring, and around the belt wheel.
- Put the belt around the motor wheel. Assemble and lock it onto its axis.

Attention - Verify that there is enough grease on the motor wheel axis.

- Release the belt spring, check its right position.



- Position the CIS window inserting the back of the window first (slightly lift vertically the scanner cover), and clip the front.
- Assemble the right-hand side cover (woksheets D2).

D5

SUBJECT: EQUIPPED CONTROL PANEL - LOUDSPEAKERS

Tools

- None.

Preliminary Steps

- None.

Disassembly

- Stand at the front of the terminal.
- Gently lift the front part of the control panel until it comes out.



- Disconnect the PCU card CIS cord and the loudspeaker connector.



- Lift and pull out the control panel.
- Unstick the loudspeaker from the scanner support chassis.
- Clean the possible residues with a lint-free cloth moistened with isopropyl alcohol .

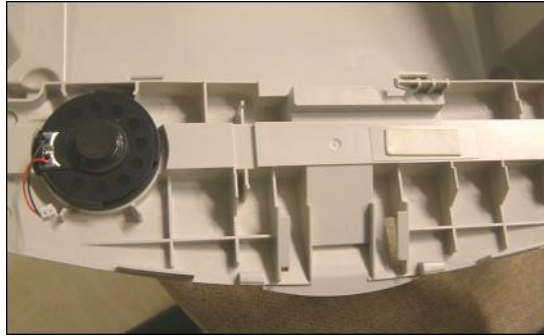
Assembly

- Unpack and visually inspect the news parts.

D5

SUBJECT: EQUIPPED CONTROL PANEL - LOUDSPEAKERS

- Position the loudspeaker in its housing as shown on the illustration bellow



- Position the upper part of the control panel on the chassis.
- Connect the loudspeaker and control panel connectors.
- Apply a pressure on the front of the control panel to put it into place.

D6

SUBJECT: CPU MODULE

Tools

- Phillips screwdriver.

Preliminary Steps

- Disassemble the right-hand side cover. (worksheet D2).

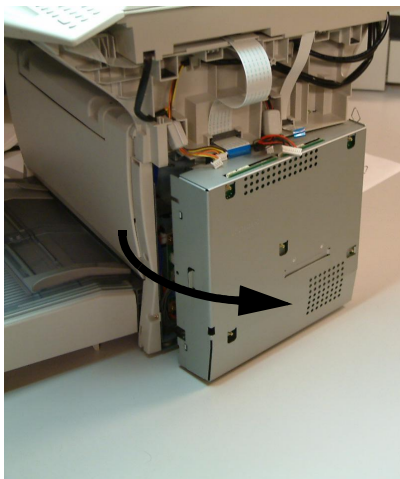
Disassembly

- Disconnect the leads and the CIS cords coming on the CPU module connectors.
- Remove the CPU module mounting screw located at the front of the terminal.

CPU module
mounting screw



- Rotate the CPU module cover and take it down.



- Remove the five mounting screws of the board on the chassis and disassemble the board.

Assembly

- Unpack and visually inspect the new parts.
- Position the CPU board in the rack, screw in and tighten the five mounting screws.
- Put the chassis hook in its housing and rotate the front part into place.
- Screw and tighten the mounting screw.
- Connect leads and CIS cords.
- Assemble the right-hand side cover (Worksheet D2).

D7

SUBJECT: SUPPLY (DEPENDING ON MODEL OR OPTION) - FAN

Tools

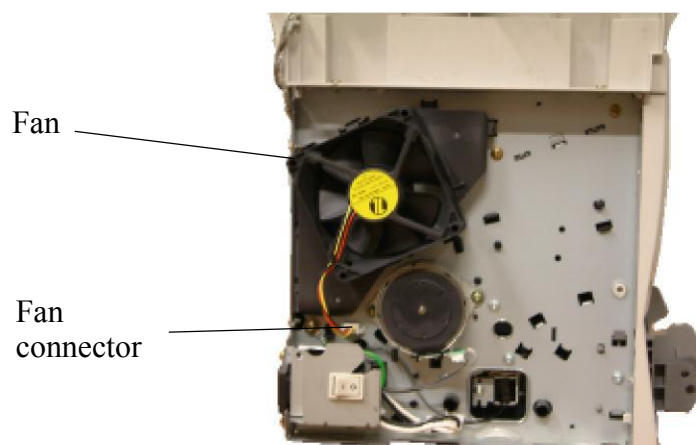
- Phillips screwdriver.

Preliminary Steps

- Disassemble the left cover (Worksheet D2).

Disassembly

- Disconnect the supply and fan leads



- Remove the fan from its housing.
- Disassemble the fan.
- Remove the supply mounting screw.
- Disassemble the power supply.

Assembly

- Unpack and visually inspect the new parts.
- Position the fan in its housing.
- Position the supply in its housing and attach the mounting screws.
- Connect the connectors.
- Assemble the left cover (worksheet D2).

D8

SUBJECT: ADF MODULE

Tools

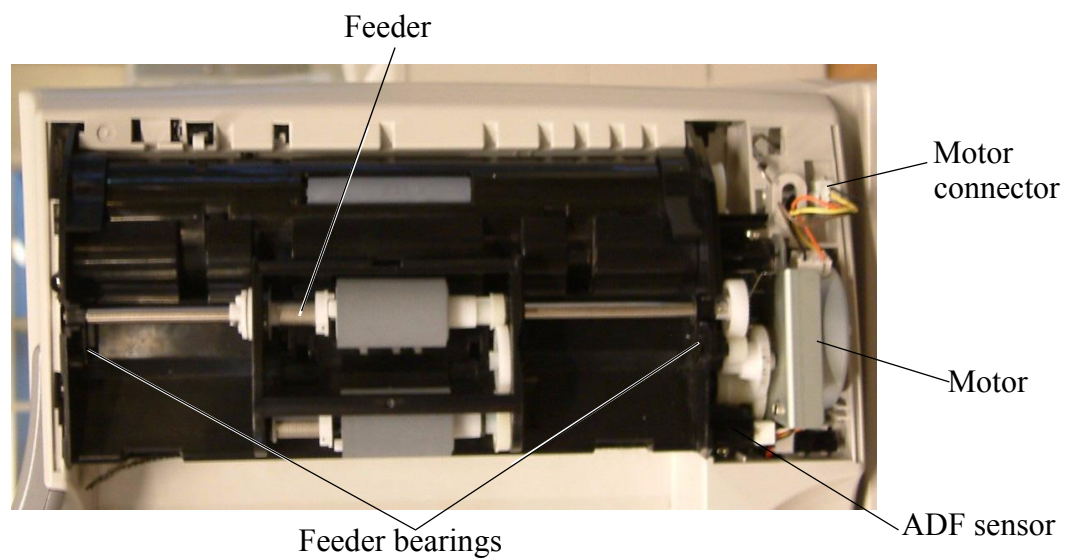
- Phillips screwdriver.

Preliminary steps

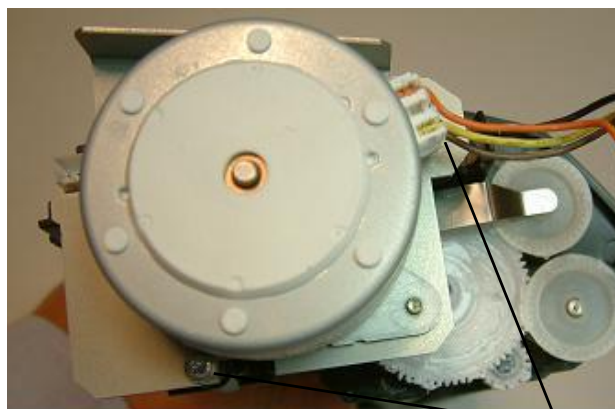
- Disassemble the ADF cover (worksheet D2).

Disassembly

- Disassemble the motor cover
- ADF Feeder
 - Unlock the two feeder bearings (1) and remove the feeder.



- ADF Module
 - Disconnect the motor lead and remove the sensor located on the module.
 - Remove the three mounting screws of the ADF module.
 - Disassemble the ADF module.
- ADF Motor
 - Remove the two mounting screws of the ADF motor



Motor mounting screws

- Disassemble the motor.

D8

SUBJECT: ADF MODULE

Assembly

- Unpack and visually inspect the new parts.
- Position the motor using the guides.
- Attach the motor with the two screws, do not forget to put the ground braid between the screw and the motor support.
- Install the ADF module in its housing.
- Position the sensor in its housing and connect the motor wire.
- Put the ADF feeder and attach the three mounting screws of the ADF module.
- Put the motor cover.
- Assemble the ADF feeder (worksheet D2).

D9

**SUBJECT: SCANNER-PRINTER INTERFACE-PRINTER UNIT
DISASSEMBLY**

Tools

- Phillips screwdriver.

Preliminary Steps

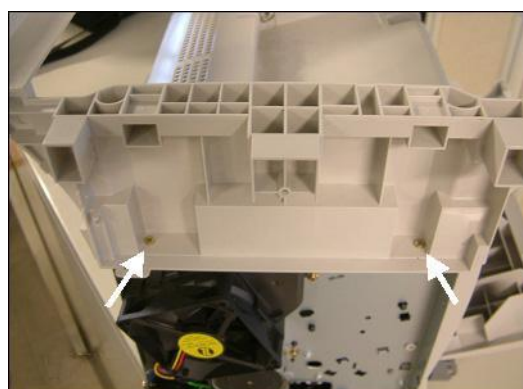
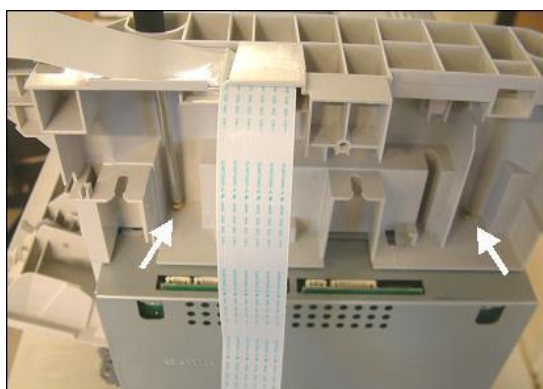
- Disassemble side covers, printer covers and paper access cover (worksheet D2).

Disassembly

- Disconnect all wires coming from the scanner unit, and free them from their cable guide.
- Remove the mounting screw of the ground braid located at the back of the terminal, on the printer chassis



- Stand at the front of the terminal, disassemble the control panel (see worksheet D5).
- Hold the scanner module, slide it to the left-hand side until it unlocks.
- Disassemble the scanner module.
- Remove the four mounting screws of the printer interface



- Open the toner-cartridge access cover and disassemble the printer interface.
- Disassemble the CPU module (see worksheet D6) and the fan (see worksheet D7).

Assembly

- Assemble the CPU module (see worksheet D6) and the fan (see worksheet D7).
- Open the toner-cartridge access cover and put it the printer interface.
- Attach the four mounting screws of the interface to the printer.

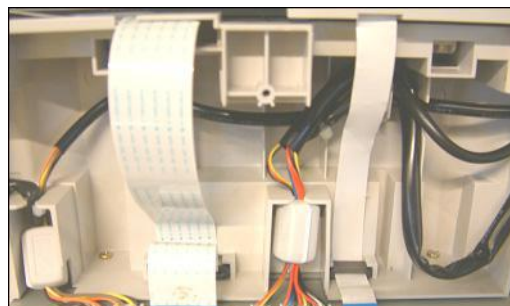
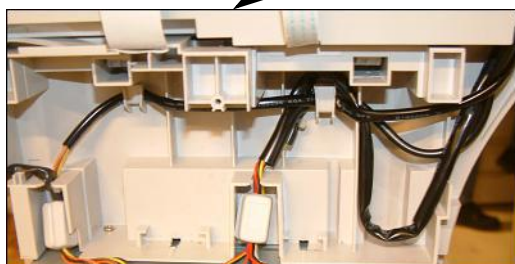
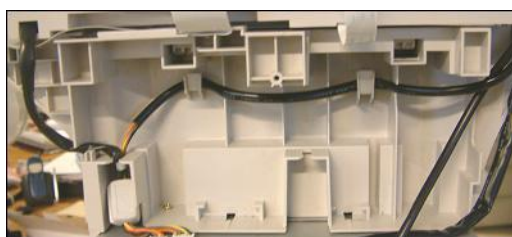
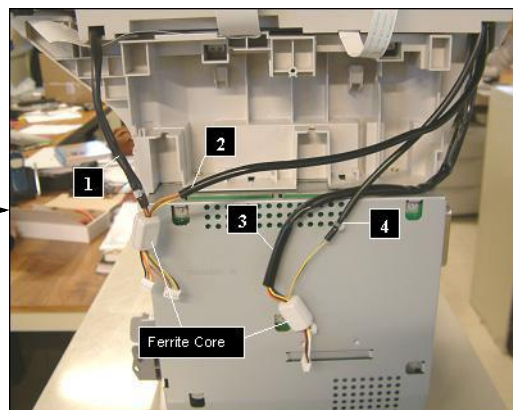
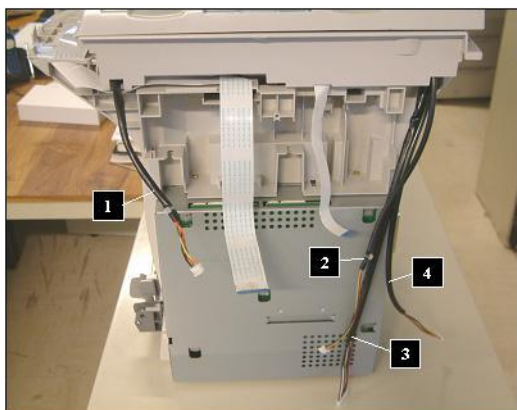
D9

**SUBJECT: SCANNER-PRINTER INTERFACE-PRINTER UNIT
DISASSEMBLY**

- Put the scanner module on the interface, push it to the right-hand side until the clip locks (see illustration bellow).



- Insert the control panel (see worksheet D5).
- Arrange the cables as shown on the illustrations bellow.



- Attach the ground braid to the printer chassis.
- Assemble all the covers (worksheet D2).

1.5 FUNCTIONS OF THE ADMINISTRATOR

1.5.1 INITIALIZING AND ERASING THE MEMORIES

First set the installation parameter **CONFIGURATION** bit 8 to 1.

- Reset to default configuration (factory configuration) of all parameters (user and installer (or technical)):

(MENU) # 0

- Erase directory:

(MENU) # 1

- Erase logs:

(MENU) # 2

- Erase printer counters:

(MENU) # 3

- Erase consumables counters (menu 85)

Attention - This procedure erases options GDF, FSI and kit LAN too, open the printer cover, then:

(MENU) # 4

To see the initialization message, switch the machine off, then on.

- Re-initialize the flash memory data (complete erase), then:

(MENU) # 5

- Erase mailboxes (internal) only:

(MENU) # 6

- Erase all, including the e-mail addresses stored in the directory, except for the other data in the directory.

Reset to default configuration (combination of functions 0, 2, 6, 8):

(MENU) # 7

- Erase all documents in memory (documents to be transmitted, received documents and deposited documents):

(MENU) # 8

- Erase first element of printing queue:

(MENU) # I

- Re-initialize the remote readout counter:

(MENU) # K

1.5.2 OTHER FUNCTIONS

For these functions, bit 8 of configuration 1 of the installation parameters must first have been set to 1.

- Printout of all parameters (including installation and technical parameters):

MENU * 1

- Switch to forced standby mode, independently of the clock:

MENU * 2

- Switch to “software download by phone” mode:

MENU * 3

- Switch to “software download by PC link” mode:

MENU * 4

- Save the directory and the parameters on an EEPROM card via the smart card reader:

MENU * 5

- Save the directory and parameters via PSTN:

MENU * 7

- Accept directory and parameters download via PSTN:

MENU * 8

- Restore directory and parameters from an EEPROM card via the smart card reader:

MENU * 9

- Start feeder scanner calibration:

MENU * A

- Display miniboot version:

MENU * %

- Display PCL/SG Script fonts checksum:

MENU * J

- Retransmission of faxes to print to rerouting mail:

MENU * G

- Activation of dump RAM server:

MENU * K

- Display modem software version:

MENU * M

- Enter serial number (with SOS 1 bit 8, similar to **MENU * R**) :

MENU * N

- Display LAN rate :

(MENU) (*) (3)

- Manually reboot the machine (with SOS 1 bit 8 set to 1):

(MENU) (*) (R)

- Accept soft download via Internet or Intranet (with SOS 1 bit 8 set to 1):

(MENU) (*) (T)

- Display main software version, checksum and device serial number:

(MENU) (*) (V)

1.6 REPLACING THE CPU BOARD

Perform the following procedure:

- Perform a remote readout (if the function has been enabled). See chapter 8 of the Installation Guide.
- Save the directory and the parameters on an EEPROM card (**MENU * 5**). See chapter 9 of the Installation Guide
- Replace the CPU board and reinstall the PLCC32 flash memory from the old CPU board on the new board (location ref. Z460 or Z465 or Z 466).
- Restore directory and parameters from the smart card (**MENU * 9**).
- Perform a remote readout (if the function has been enabled).
- Perform a scanner calibration (**MENU 8 0**).

Attention - It is essential that the EEPROM memory “stays” with the printer, because this memory contains, in addition to the boot software:

- the consumables counters,
- the counters of the number of printed pages,
- the remote readout counters,
- the network options (FSI, GDF, kit LAN).

1.7 REPLACING THE SCANNER

Perform the following procedure:

- Perform a remote readout (if the function has been enabled). See chapter 8 of the Installation Guide.
- Save the directory and the parameters on a smart card (**MENU * 5**). See chapter 9 of the Installation Guide.
- Replace the scanner.
- Restore directory and parameters from the EEPROM card (**MENU * 9**).
- Perform a remote readout (if the function has been enabled).
- Perform a scanner calibration (**MENU 8 0**) only if the image quality is low.

2. LASER PRINTER

2.1 PERIODIC MAINTENANCE

Refer to the laser printer Technical Description ref. 252 826 074

- PagePro 1300/1350W printer

2.2 ERROR MESSAGES AND CORRECTIVE MEASURES

Refer to the laser printer Technical Description ref. 252 826 074

- PagePro 1300/1350W printer

2.3 REPAIR

Refer to the laser printer Technical Description ref. 252 826 074

- PagePro 1300/1350W printer

2.4 DISASSEMBLY/ASSEMBLY WORKSHEETS

Refer to the laser printer Technical Description ref. 252 826 074

- PagePro 1300/1350W printer

2.5 REPLACING THE PRINTER

Perform the following procedure:

- Set the on/off switch to the O position (Off).
- Disconnect the phone line, LAN (depending on the model) and mains leads, located at the back of the printer.
- Remove the consumables (these are the property of the client).
- Disassemble the printer (see worksheet D9 of GM 252 825 577).
- Reinstall all elements on the new printer (see worksheet D9 of GM 252 825 577).
- Put the customer's consumables back in place.
- Reconnect the phone line, LAN (depending on the model) and mains leads.
- Set the on/off switch to the I position (On).